

Paxton House Group

Bookings

Important Information



Paxton House Tour

This presents the highlights of the collection, the history of the house and its owners and includes the Georgian kitchen. It runs for approximately 1 hour and 10 minutes.

Please bring identification to get a concession or student ticket.

	Price per person
Adult Ticket	£8.50
Child Ticket (under 16)	FREE
Concession Ticket	£7.50
Student Ticket	£7.50

Paxton Specialised Tour

In addition to the House Tour, this in-depth tour provides extended coverage of one of the following aspects (available from spring 2017): **Art** (including masterpieces from the National Galleries of Scotland in the Picture Gallery), **Architecture** (John and James Adam, and Robert Reid), or **Furniture** (Thomas Chippendale and Son and William Trotter). The tour lasts approximately 90 minutes.

	Price per person
Adult Ticket	£11
Child Ticket (under 16)	FREE
Concession Ticket	£10
Student Ticket	£10

Hospitality

Why not extend your visit and enjoy one of our hospitality packages with your tour group. Our catering team gets fantastic reviews and it is the perfect addition to the house tour.

	Price per person
Tea/Coffee and scones with cream and jam	£5.00
Soup and sandwich combo (please choose from the menu)	£6.50
Afternoon tea (sandwiches, quiche, scones, meringues, traybake and unlimited tea/coffee)	£12.50
2 course lunch (please choose from the menu)	£14.00

These packages can be served exclusively in the Hayloft gallery at no extra cost. This will be a private room for you to enjoy your hospitality it.

Please advise the member of staff that you're booking with of any allergies or dietary requirements at least 7 days in advance of your group tour.

Payment

Full payment for Group Bookings must be made to Paxton House 14 days in advance of the date of the visit and can be made by card over the phone, or by cheque made payable to: Paxton Trust. When making a payment please make reference to the Group Name.

The booking office must be notified of final numbers at the point of payment and must be informed of any change in final numbers of visitors no less than 7 days in advance of the visit. Where a reduction in numbers is notified in this period a refund will be made but it may not be possible to accommodate an increase in numbers. We regret that it is not possible to accommodate any change in numbers or issue a refund for a reduction in numbers within 7 days of the visit and that it will not be possible to accommodate further additional group members on the day.

All prices quoted on your order are inclusive of VAT at the rate prevailing when the order was issued. The rate is subject to change without notice and chargeable to you should a change in the rate of VAT occur.

Cancellation policy

If, having made full payment, you cancel the visit more than 7 days in advance of the agreed date we will refund your payment.

If, having made full payment, you cancel the visit within 7 days of the agreed visit then no refund will be made.

Group Size

Our minimum group size is 12 but there is no maximum. We aim to have 20 visitors per single tour. For a group of more than 20 people, additional tours are arranged with a 10-15 minute gap between each tour slot. For groups with less than 20 people we reserve the right to fill tours to capacity by admitting additional visitors. Should a group want to have exclusivity, i.e. with no added members of the public, the group must book and pay in blocks of 20.

Tour times

We operate a tightly scheduled timetable of tours. Group tours will be fixed for times mutually agreed between us and the group organiser or agent. Groups are asked to arrive in good time for their tour(s) to begin at the agreed time. Every endeavour will be made to accommodate groups arriving up to 30 minutes earlier or 30 minutes later than the agreed tour time. However, for groups arriving more than 30 minutes later than the scheduled tour time, we cannot guarantee to provide a tour or tours. No refund will be made where it has not been possible to accommodate a group arriving more than 30 minutes late.

Personal possessions

We do not accept liability in respect of any loss or damage to articles brought onto the premises. **It is strongly recommended that large or bulky items or bags are not brought into the house as there is no storage facility. Appropriate footwear should be worn and footwear with heels smaller than a £2 coin will not be permitted on the tour. No foodstuffs or liquids will be allowed on the tour route except in cases of medical need.**

Disabled Access

All tours begin in the meeting room off the shop and then through to the Stables Courtyard and onwards to the main house. Please can you notify us in advance wherever possible if there are any group members with mobility issues, so we can ensure that extra staff are available to help them access the house.

We have an elevator which allows guests to access the main floor of the house if people are unable to climb the main entrance staircase. Our tour consists of two floors, however there is only access to the second floor via stairs. For those who are unable to use stairs, we have

a video which shows the upper floor of the house for guests to watch while the rest of the tour is upstairs.

Two house transit wheelchairs are available for use but must be pre-booked. Due to the size of the elevator, a user's own wheelchair may be permitted at our discretion, please inform us when booking if a tour member needs to use their own wheelchair. We regret that no more than two wheelchairs can be accommodated per tour. Paxton House staff members are not permitted to assist in lifting, carrying or pushing wheelchairs or other aids or lifting, carrying or physically supporting guests.

We require that group organisers notify us as soon as is possible if group members who may require the use of a wheelchair or walking aid (other than walking sticks) to take a tour of the house.

Necessary carers accompanying a fee paying guest are admitted free of charge but must be included in the overall group number notified to us.

A maximum of two guide dogs per tour can be admitted.